



## Facilitates Choice

### **HCBS Settings Requirement**

The setting facilitates individual choice regarding services and supports and who provides them.

#### **Intent**

Individuals are free to choose who provides the services they receive and where they receive those services. Individuals are not coerced or forced to obtain services in a particular setting. They may instead choose to go out into the community for the same services.

It is important for individuals and/or their guardians to know that the person-centered plan is in place to address the needs of individuals. If individuals are not happy with their current services for any reason, you should direct them to their support coordinator who can help them make changes to the plan.

#### **Best Practice Suggestions**

- ✓ Support coordinator shares information on available providers and gathers input from the individual and/or their guardian on preferred providers.
- ✓ Provider gathers input from the individual on goals, lifestyle choices and the services and supports available.
- ✓ Provider creates opportunities for individuals to choose desired activities.
- ✓ Provider seeks input from the individual on preferences in staff.
- ✓ Provider has a policy and procedures for ensuring individual choice in services and supports.

#### **Additional Guidance to Providers**

##### **If an individual is unhappy with my service, what should I do?**

First, as the provider you should try to understand why the individual is unhappy. If it is something that can be corrected or easily addressed, you should attempt to do so. If not, acknowledge that sometimes a service or service provider is not the best fit, encourage and support the individual with contacting their support coordinator to discuss possible changes.

##### **What role does the person-centered service plan have in meeting this requirement?**

The individual supports plan is the central place where the individual's choices for services, supports and who provides them is documented. If an individual is unhappy with their services and supports, encourage the individual to contact their support coordinator to discuss possible changes.

##### **Red Flags 🚩 -- Practices to Avoid**

A policy or procedure requiring that a particular service be provided by the provider and the individual cannot choose a different provider in the community. For example, the provider offers hair styling services in-house and requires individuals to use these service rather than access services in the community.

Provider determines services and service providers without input from the individual.

##### **Acknowledgements:**

Idaho- Welcome to HCBS Rules Guidance Section of the Provider Toolkit

Minnesota- A Provider's Guide To Putting the HCBS Rule Into Practice